Annexure -II

**Bengaluru Metropolitan Transport Corporation (BMTC)**

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**Addendum to Tender No. BMTC/2024-25/SE0730/Call-2** **Date: 19-03-2025**

**Addendum to**

**SELECTIONOFTECHNOLOGYSOLUTIONPROVIDER FOR**
Supply, Commissioning and Maintenance of
**Smart Electronic Ticketing Machines**
With Comprehensive Ticketing Solution on Rental Basis
**March 2025**

[WebSite:htpp://kppp.karnataka.gov.in] Communication
Address:
Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation (BMTC),
CentralOffices, KHRoad, Shanthinagar, BENGALURU-27.
Telephone: 080-22537462
E-mail:cosp@mybmtc.com

| 1. RFP Reference:<br>Section-2: Information to Bidders, SubSection-9: Prequalification Criteria | | |
|---|---|---|
| **Existing clause** | **Amended and Read as:** | **Page No** |
| **1. Incorporation of the Company**<br>In case of sole Bidder, bidder should be:<br>• Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and<br>• Should have been in operation for at least last 3 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution.<br>In case of Consortium, Prime bidder should be:<br>• Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and<br>• Should have been in operation for at least last 5 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) and associated bidder should be in operation for at least last 3 years in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution.<br>• Registered with GST Authorities in India<br>The bidder should be a Sole Bidder or Consortium of maximum two bidders including Prime Bidder are eligible to participate in the tender. | No Change | 17 |

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| **2. Annual Turnover**<br>The bidder should have cumulative turnover of minimum **INR 50 crores** for any three (3) financial years, out of preceding last five (5) audited financial years(2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During these three (3) financial years, the annual turnover should be of minimum **INR 10 crores.**<br><br>• Bidder in case of sole bidder.<br>• Prime Bidder in case of Consortium<br><br><u>Supporting Documents</u><br>Audited financial statements for last five (5) financial years. Certificate from the Chartered Accountant/ Statutory Auditor on turnover details over the last five (5) audited financial years. | **2. Annual Turnover**<br>The bidder should have cumulative turnover of minimum **INR 30 crores** for any three (3) financial years, out of preceding last six (6) audited financial years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During these three (3) financial years, the average annual turnover should be minimum **INR 8 crores.**<br><br>• Bidder in case of sole bidder.<br>• Prime Bidder in case of Consortium.<br><br><u>Supporting Documents</u><br>Audited financial statements for last six (6) financial years. Certificate from the Chartered Accountant/ Statutory Auditor on turnover details over the last six (6) audited financial years. | 18 |
| **3.Net worth**<br>The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2021-22, 2022-23, 2023-24). | No Change | 18 |
| **4. Certification**<br>The bidder should hold ISO certificates as below:<br>• ISO 9001:2015 or higher Quality Management<br>• ISO 20000-1:2018 IT Service Management System(Preferred)<br>• ISO 27001: 2013 IT Security Management System. The bidder needs to submit this Certificate on or before Go-Live of the Project.<br><br>• Bidder in case of sole bidder.<br>• Any member in case of Consortium | No Change | 18 |

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|---|---|---|
| **5. Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.**<br><br>**Eligibility criteria:**<br>The bidders should have supplied and implemented atleast a total of 2500 Nos. of ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.<br><br>For example: The bidder has supplied and implemented 1000 ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 ETMs in last five years with maximum of three orders.<br><br>Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application.<br><br>Bidder shall have experience in any modes of digital payment through ETMs and integration with payment gateway.<br>• Bidder in case of sole bidder.<br>• Both or any member in case of Consortium.<br><br>**Supporting Document to be Submitted:**<br>Copy of purchase orders from State Transport Undertaking/ System Integrator.<br><br>Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of ETMs to State Transport Undertaking in India. | **5. Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.**<br><br>**Eligibility criteria:**<br>The bidders should have supplied and implemented atleast a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last six (6) (2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.<br><br>For example: The bidder has supplied and implemented 1000 ETMs in 2019-20, 500in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 ETMs enabled with any mode of digital payment in last six years with maximum of three orders.<br><br>Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application.<br><br>Bidder shall have experience in any mode of digital payment through ETMs.<br><br>• Bidder in case of sole bidder.<br>• Both or any member in case of Consortium.<br><br>**Supporting Document to be Submitted:**<br>Copy of Purchase Orders from State Transport Undertaking or Municipal/City Transport Undertakings/Corporation System Integrator.<br><br>Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of ETMs enabled with any mode of digital payment to State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India. | 18-19 |

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| Certificates from STUs with regard to successful implementation of Digital payment. | Certificates from STUs or Municipal/City Transport Undertakings/Corporation with regard to successful implementation of Digital payment. | |
| **6. No Blacklisting**<br>The bidder (Sole bidder or any member of Consortium) should not have been blacklisted by any Central/ State Government Department/ Smart City SPV/ PSU in India as on the bid submission date. | No Change | 19 |
| **7. Software Development Centre**<br>The bidder should have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order. The selected bidder shall submit the official documents of established office to BMTC along with name, designation and contact details of working staff.<br>• Bidder in case of sole bidder.<br>• Any member in case of Consortium. | No Change | 19 |

**2. RFP Reference:**
**Section-2: Information to Bidders, 10. Eligibility**

| Existing clause | Amended and Read as: | Page No |
|---|---|---|
| d. The bidder should have cumulative turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years(2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During those, three (3) financial years, annual turnover should be of minimum INR 10 crores. In case of Consortium, the Prime Bidder shall have the requisite financial qualifications. | d. The bidder should have cumulative turnover of minimum INR 30 crores for any three (3) financial years, out of preceding last six (6) audited financial years(2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During those, three (3) financial years, the average annual turnover should be of minimum INR 8 crores. In case of Consortium, the Prime Bidder shall have the requisite financial qualifications. | 20 |
| a, b, c & e | No Change | |

**3. RFP Reference:**
**Section-3:Tender Forms, TQ FORM 3: Compliance to Technical and Function Requirements & ANNEXURE-1: ETM Hardware and Functional Specifications**

| Existing clause | Amended and Read as: | Page No |
|---|---|---|
| **(A) ETM Hardware Specification**<br>c) Physical keypad should be detachable and replaceable.<br>a, b & d | **A) ETM Hardware Specification**<br>c) Physical keypad should be repairable and replaceable.<br>No change | 64 & 84 |

**4. RFP Reference:**
**Section-2: Information to Bidders, 12. Technical Proposal**

| Existing clause | Amended and Read as: | Page No |
|---|---|---|
| **2. Technical Capability:**<br>**A. Previous Experience:** Successfully supplied and implemented ETMs enabled with any mode of digital payment over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders.<br>i. Supply of 2500-5000 ETMs.<br>ii. Supply of 5001 and above ETMs | **2.Technical Capability:**<br>**A. Previous Experience:** Successfully supplied and implemented ETMs enabled with any mode of digital payment over the last six years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders.<br>i. Supply of 2500-5000 ETMs.<br>ii. Supply of 5001 and above ETMs | 24 |
| **B. Domain Knowledge:** The bidders should have supplied and implemented at least a total of 2500 Nos. of ETMs to State Transport undertakings in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders.<br>i. ETMs supplied to State Transport Undertakings<br>ii. ETMs supplied and implemented with digital payment feature.<br>iii. Integration of ETMs with Depot Management Application. | **B. Domain Knowledge:** The bidders should have supplied and implemented at least a total of 2500 Nos. of ETMs to State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India over the last six years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders.<br>i. ETMs supplied to State Transport Undertakings or Municipal/City Transport Undertakings/Corporations.<br>ii.ETMs supplied and implemented with digital payment feature.<br>iii. Integration of ETMs with Depot Management Application. | 24 |

**5. RFP Reference:**
**f) Section-2: Information to Bidders, 12. Technical Proposal, f) Terminal Management Software and Dashboard Design**

| Existing clause | | Amended and Read as: | | |
|---|---|---|---|---|
| **Parameter** | **Item wise Marks** | **Parameter** | **Item wise Marks** | **Page No** |
| **iii. Dashboard Features**<br>• Should demonstrate facility to generate real time revenue collection and ticket issued details.<br>• Should be able to display information on total number of ETMs in operation.<br>• Tracking of ETM geo location.<br>• Graphical/ Chart representation of ticket data.<br>• Look and feel of Dashboard. | 10 | **iii. Dashboard Features**<br>• Should demonstrate facility to generate real time revenue collection and ticket issued details.<br>• Should be able to display information on total number of ETMs in operation.<br>• Tracking of ETM geo location.<br>• Graphical/ Chart representation of ticket data.<br>• Look and feel of Dashboard. | 2<br>2<br>2<br>1<br>1 | 26 |

| | | | | |
|---|---|---|---|---|
| • Show the Battery Status of ETMs.<br>• Reporting and Data Analytics. | | • Show the Battery Status of ETMs.<br>• Reporting and Data Analytics. | 1<br>1 | |

**6. RFP Reference:**
**Section-3: Tender Forms, PQFORM-2: Bid Submission covering Letter** **Page No : 42-45**
**Amended and Read as:**

*(To be provided on the Company's Letter head)*

Date: dd/mm/yyyy

To,
Controller of Stores & Purchases
Office of Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation,
Central Offices, K H Road,
Shanthi Nagar, BENGALURU-27.

Dear Sir,

**Subject:** Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with comprehensive Ticketing Solution for BMTC on rental basis.

We hereby offer to execute the above mentioned contract for "Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with comprehensive Ticketing Solution for BMTC on rental basis" as per the condition of RFP and hereby submit our offer to deliver the professional services as specified and described in the RFP.
We attach hereto the technical response as required by the RFP, which constitutes our proposal.
We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to BMTC is true, accurate, verifiable, and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.
We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.
We declare that our offer is valid for a period of 180 days from the date of opening of Technical Offer.
We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank guarantee in the form prescribed in the Tender Forms section of the RFP.
We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products / services specified in the tender response.
In addition, we are submitting our Company Profile along with the necessary documents to demonstrate our compliance with the eligibility criteria, as outlined below:

| Sl. No. | Information of the Bidder | Details |
|---|---|---|
| 1 | Name of Bidding firm | |
| 2 | Address and contact details of Bidding firm | |
| 3 | Firm Registration Number and Year of Registration | |
| 4 | Area of Business/Services of the | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | Firm/Company | | | | | | |
| 5 | Status of Company (Public Ltd., Pvt., Ltd., etc.) | | | | | | |
| 6 | Company's Service Tax Registration No. | | | | | | |
| 7 | Company's Permanent Account Number (PAN), TAN & GSTIN | | | | | | |
| 8 | Company's Revenue for the last 6 years (Year wise) | | | | | | |
| 9 | Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP | | | | | | |
| 10 | Telephone number of contact person | | | | | | |
| 11 | Mobile number of contact person | | | | | | |
| 12 | E-mail address of contact person | | | | | | |
| 13 | Incorporation of the Company<br>• Certificate of Registration or Incorporation issued by the competent authority.<br>• Memorandum of Association for Companies<br>• Copy of purchase orders showing at least specified no. of years of operations OR Certified true copy of balance sheet and P&L statements for the specified no. of years.<br>• Consortium Agreement (in case of Consortium) clearly stating the roles and responsibilities of each member | | | | | | |
| 14 | Annual Turnover<br>• Audited financial statements for last six (6) financial years<br>• Certificate from the Chartered Accountant / Statutory Auditor on turnover details over the last six (6) audited financial years from the date of publishing this RFP.<br>• PQ FORM 6. | FY 2018-19 | FY 2019-20 | FY 2020-21 | FY 2021-22 | FY 2022-23 | FY 2023-24 |
| | | | | | | | |
| 15 | Net Worth<br>(Certificate duly signed by Statutory Auditor or Certificate from Chartered Accountant of the Bidder.) | | | | | | |
| 16 | Work completion certificates of previous experience | Experience 1 | | Experience 2 | | Experience 3 | |
| | | | | | | | |
| 17 | Experience in ETM ticketing and centralized fare collection application and Digital Payment through ETMs: Purchase Order/ Work order/ Contract | | | | | | |

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| | clearly highlighting the scope of work and value of the contract / order. Completion/ Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead. | |
| 18 | Submission of Valid certifications:<br>• Certifications: Copies of Valid certifications<br>Bidder shall ensure that the Certifications continue to remain valid throughout project period. | |
| 19 | Blacklisting/ Bankruptcy: An Affidavit on stamp paper signed by the Authorized Signatory of the Bidder and consortium members. | |
| 20 | Establishment of software development center in Bengaluru | |

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

(Signature) (In the capacity of)
(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:
Witness Name:
Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, _____, the Company Secretary of _____ certify that _____who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body. A copy of the authorization document is provided herewith.

Date:
Signature:
(Company Seal) (Name)

**7. RFP Reference:**
**Section-3: Tender Forms, PQFORM-6: Annual Turnover and Net worth** **Page No : 49**
**Amended and Read as:**

*(To be provided by the Chartered Accountant)*

| | |
|---|---|
| **Bidder's Name: [Full Name]:** | |
| **CONSORTIUM Member's Name: [Full Name]** | |

| **ANNUAL TURNOVER** | |
|---|---|
| **Financial Year** | **Amount(INR)** |
| 2018-19 | |
| 2019-20 | |
| 2020-21 | |
| 2021-22 | |
| 2022-23 | |
| 2023-24 | |
| **Average Annual Turnover** | |

| **POSITIVE NET WORTH** | |
|---|---|
| **Financial Year** | **Amount(INR)** |
| 2021-22 | |
| 2022-23 | |
| 2023-24 | |

| | |
|---|---|
| Name of Chartered Accountant (CA) | |
| Seal and Signature of CA | |
| Membership Number of CA | |
| Firm Registration No. | |
| UDI no. | |

Notes:

i. Separate Proforma shall be used for each member in case of Consortium.
ii. Attach copies of the Audited Financial Statements for 6 years as specified in the above table, certified by Chartered Accountant or company Auditor.
iii. All such documents reflect the financial data of the tenderer or member in case of Consortium, and not that of sister or parent company.
iv. Historic financial statements must be complete, including all notes to the financial statements.
v. Foreign applicants, in whose country calendar year is also the financial year, may submit all relevant data for the last 6 years i.e., 2019, 2020, 2021, 2022, 2023 and 2024.
The financial data in above prescribed format shall be certified by Chartered Accountant / Company Auditor in original under his signature, stamp & membership number, Firm Registration Number & UDIN.

**8. RFP Reference:**
**Section-5: Contract for Services, II. General Conditions of Contract** **Page No : 133-134**
**Amended and Read as:**

**5. Performance Bank Guarantee**

The Performance Security shall be provided by the successful bidder no later than the date specified in the Letter of Intent (LOI) and shall draw a Demand Draft (DD) in favor of "The CAO-FA, BMTC, Central Offices, Bengaluru-560027" or an unconditional Bank Guarantee (BG) from any of the Nationalized Banks or scheduled Banks in favor of the "Controller of Stores and Purchases, BMTC, Central Offices, Bengaluru-560027"

An amount equal to 5% of the Estimated Total Contract Value to be submitted as Bid Security within 10 working days from the date of issue of Letter of Intent.

On failure of the Bidder to submit the Performance Bank Guarantee within the due date, penal interest will be charged as decided by BMTC from time to time until the amount of Performance Bank Guarantee is furnished by the Bidder (both days inclusive). If the Bidder further fails to deposit the amount of Performance Bank Guarantee along with interest within Fifteen days after the expiry of due date, the contract awarded to the Bidder shall stand terminated without issue of any further notice.

The Bank Guarantee should be valid up to 66 months from the date of Letter of Intent. BMTC reserves the right to accept the Security Deposit in any other forms. The Regular Work Order will be placed only on receipt of the Security Deposit.

If Bidder fails to submit Security Deposit within stipulated time period, EMD amount will be forfeited.

BMTC shall also be entitled to make any recoveries due from the Bidder from security deposit submitted against this bid document. There will be no interest on the Security Deposit amount.

BMTC, without prejudice to any of its rights or remedies under this Contract, is free to en-cash the Performance Bank Guarantee in part or in full, in terms. In the event of the invocation of any amount of the Performance Bank Guarantee by BMTC under the Contract, the successful bidder shall immediately take appropriate steps to establish the Performance Bank Guarantee at its full value contemplated under the Contract within 15 days of the date when the Performance Bank Guarantee is wholly or partially invoked by BMTC.

a. **Refund of Performance Bank Guarantee:**
The amount furnished towards Performance Bank Guarantee may be discharged/ returned / refunded by BMTC, within 6 months after Completion of Contract Period, upon being satisfied that there has been due performance of the obligations by the Bidder under the contract, and after adjusting against all incurred expenditure by BMTC for the damages made by Bidder (if any). However, no interest shall be payable on the Performance Bank Guarantee.

b. **Forfeiture of Performance Bank Guarantee:**
In the event the Agency commits a breach of any of the terms and conditions of the contract or fails to observe and comply with any of the requirements under this contract, the BMTC shall be entitled to forfeit the Performance Bank Guarantee either in whole or in part thereof at his discretion without prejudice to other rights and remedies open to the Authority and it shall be binding on the Bidder. BMTC shall also be entitled to make recoveries from the performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.